

FUNCTIONAL TITLE:	IT Support Technician – Contract-to-Permanent
LOCATION:	Massachusetts Teachers’ Retirement System 500 Rutherford Ave., Charlestown, MA 02129
HOURLY RATE:	\$30-\$35/hour (based on experience)
DATE OF POSTING:	Tuesday, August 18, 2026
APPLICATION DEADLINE:	Candidates will be interviewed on a rolling basis.

The Massachusetts Teachers’ Retirement System (MTRS) is the pension plan for the Commonwealth’s public-school educators. The plan provides retirement, disability, and survivor benefits to more than 71,000 recipients and maintains and services retirement accounts for over 102,000 active members and 35,000 inactive members.

Our agency mission is to ensure that members of the MTRS achieve and maintain a successful and secure retirement through responsible benefits administration, financial integrity and the provision of outstanding services.

GENERAL STATEMENT OF DUTIES

Reporting to the Chief Technology Officer (CTO) and senior IT staff, the IT Support Technician provides day-to-day technical support for approximately 125 staff, covering end-user devices, applications, and service desk operations. The IT Support Technician will gain hands-on experience across infrastructure, cloud platforms, end-user support, and vendor management — including Citrix, AWS, Microsoft 365, and Nutanix.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Provide daily technical support for Microsoft 365, MTRS web applications, and Commonwealth applications.
- Monitor and respond to service desk requests involving PCs, operating systems, printers, phones, and other hardware; log, track, and escalate tickets using Track-It under senior staff guidance.
- Maintain hardware and software inventory in Track-It, including assets that store Personally Identifiable Information (PII).
- Perform routine application updates, patches, and maintenance under senior staff guidance.
- Serve as the primary technical contact for vendor phone support and staff support requests; coordinate and escalate telephone equipment issues as needed.
- Assist with data center hardware and software inventory as directed.
- Participate in special projects as assigned.

QUALIFICATIONS

Education and Experience

- Associate degree in IT, Computer Science, or a related field preferred.
- 1–3 years of IT support, help desk, or customer service experience, including internships or co-ops.
- Microsoft 365 (MS-900), CompTIA Network+, or similar certifications preferred.
- U.S. Citizenship or Permanent Residency required.

Skills and Abilities

- Proficiency with Microsoft 365 applications (Outlook, Word, Excel, Teams, and related tools).
- Ability to troubleshoot Windows PCs, printers, software, and basic network issues.
- Basic awareness of networking concepts (LAN/WAN, VPN, TCP/IP) and cybersecurity best practices.
- Experience with Dell WYSE devices is a plus.
- Familiarity with service desk ticketing systems; Track-It experience is a plus.
- Strong listening, problem-solving, and written communication skills.
- Comfortable supporting end users by phone, in person, or remotely.
- Eager to learn and grow in a collaborative, fast-paced environment.

EXPECTED HOURS OF WORK

The IT Support Technician is required to report to the office five days per week for the first 90 calendar days of employment. Work hours are flexible, but are generally Monday through Friday, 8:00 AM to 4:00 PM (30-minute lunch) or 7:45 AM to 4:00 PM (45-minute lunch). This position should not exceed 37.5 hours per week and may require an occasionally flexible schedule.

This contract position is designed as a potential pathway to permanent, full-time employment. Contractors who demonstrate strong performance and reliability during the approximately 90-calendar day engagement will be actively considered for conversion to a full-time role. Full-time employees receive the comprehensive benefits of Commonwealth employment, including enrollment in the State Employees' Retirement System, health and dental insurance, paid leave, and paid holidays.

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

Applicants are required to submit a cover letter and résumé to Chief Human Resources and Legal Affairs Officer, within the *MassCareers* portal. The cover letter must address the why applicant's background, and training would make him or her a good fit for the position of IT

Support Technician with the MTRS. (See MTRS website for background at www.mass.gov/mtrs) Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their technical support skills.

The Commonwealth is an Equal Opportunity Employer and does not discriminate based on race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. *Research suggests that qualified women, Black, Indigenous and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.*